



USAID | ZIMBABWE

SOLICITATION NUMBER: 21-10

ISSUANCE DATE: April 15, 2021

CLOSING DATE/TIME: May 14, 2021 @ 1700 hours

SUBJECT: Solicitation for an Information Management Specialist - (Cooperating Country National Personal Services Contractor (CCN/PSC). *(Local Compensation Plan)*

Dear Prospective Offerors:

The United States Government, represented by the U.S. Agency for International Development (USAID), is seeking offers from qualified persons to provide personal services under contract as described in this solicitation.

Offers must be in accordance with **Attachment 1, Sections I through V** of this solicitation. Incomplete or unsigned offers will not be considered. Offerors should retain copies of all offer materials for their records.

This solicitation in no way obligates USAID to award a PSC contract, nor does it commit USAID to pay any cost incurred in the preparation and submission of the offers.

Any questions must be directed in writing to the Point of Contact specified in the attached information.

Sincerely,

J. Zeb Simpson
Supervisory Contracting Officer

ATTACHMENT 1

I. GENERAL INFORMATION

1. **SOLICITATION NO.:** 21-10
2. **ISSUANCE DATE:** April 15, 2021
3. **CLOSING DATE/TIME FOR RECEIPT OF OFFERS:** May 14, 2021 @ 1700 hours.
4. **POSITION TITLE:** Information Management Specialist, (Executive Office)
5. **MARKET VALUE:** \$50,921 - \$73,831USD equivalent to FSN-10
In accordance with **AIDAR Appendix J** and the Local Compensation Plan of the U.S Government in Zimbabwe. Final compensation will be negotiated within the listed market value.
6. **PERIOD OF PERFORMANCE:** Beginning o/a August 2021.
7. **PLACE OF PERFORMANCE:** Harare
8. **SECURITY CERTIFICATION:** Required
9. **STATEMENT OF DUTIES**

a. General Statement of Purpose of the Contract

The primary function of the Information Management Specialist is to ensure availability, reliability, and security of information systems and network infrastructure. This includes managing M/CIO security tools and reports, such as Zimperium, McAfee, FireEye, and the NESSUS vulnerability tool, and remediating all identified security vulnerabilities on the USAID/Zimbabwe network as quickly as possible. The incumbent will take part in implementation and monitoring of various telecommunications links, including configuration and management of telecommunications equipment and approved wireless networks, in coordination with the Systems Manager and M/CIO. The incumbent must develop a close liaison with the local ISPs providing internet services to the Mission to prevent unnecessary internet downtimes and other connectivity problems.

The incumbent shall analyze users' information systems needs and recommend the best solutions to meet office needs. He/she takes primary responsibility and ownership of several applications, including identifying and integrating new tools, keeping Mission's online tools current, and developing and maintaining the mission's intranet page. He/she is the M/CIO point of contact (POC) for routine actions and IT Security issues and serves as technical advisor on ICT related issues to program offices and implementing partners. He/she directly supervises third party technical contractors who provide IT technical support for the Mission.

b. Statement of Duties to be Performed.

Network and Information Security Management

- The Information Management Specialist will work with the Systems Manager and Network Operations Center (NOC) in Washington to maintain the Mission critical Information

Communication Technologies such as the Mission's Local Area Network (LAN), Guest Wireless Network, Internet Service Provider (ISP) and DTSP0 connectivity, which provides a backup solution for Mission internet service and provides the Voice over Internet Protocol (VoIP) telephone service.

- The incumbent will analyze, design, test, and evaluate network systems such as local area networks (LAN), wide area networks (WAN), intranet, internet, and other data communication systems. S/he will set up, configure, and support internal and external networks, perform network analysis and planning, and research and recommend network and data communications hardware and software. S/he will develop and maintain all systems, applications, security, network configurations and monitor the network to ensure network availability to all system users.
- The incumbent will be responsible for maintaining a functional LAN at the USAID Director's residence. The incumbent will support the VSAT connection, ensuring that the link is working properly at all times. The alternate site internet link will be key for IT and mission's emergency operations, and the incumbent will be required to work closely with the vendor to ensure mission gets services according to the SLA (Service Level Agreement).
- The incumbent maintains documentation of design and implementation of the LAN, including server configurations, network diagrams, as well as recording changes such as installations of any new software or modifications to existing configuration.
- The incumbent is responsible for troubleshooting the network and related peripherals. Arranges for network repairs, and scheduled equipment maintenance, including supervising contractors during network maintenance to ensure USAID information security standards are not compromised. He/she coordinates with local maintenance providers and the Systems Manager.
- The incumbent manages the creation, removal, and transfer of Mission's user accounts through Active Directory and the Service Central system, in coordination with M/CIO. S/he manages Mission's security and distribution groups, including granting them access to needed network resources and setting up access restrictions.
- S/he performs daily system checks and maintenance functions as required to ensure information systems health. Performs servers and client systems patch management through SCCM and also performs manual patch deployment in systems which are not controlled by SCCM.
- The incumbent supports implementing partners with information security risk assessments to ensure USAID data is kept safe outside the USAID environment, including providing training to USAID partner organizations and providing recommendations on improvement of their IT operations.
- The incumbent will be the M/CIO POC for routine and security issues and will monitor and manage the NESSUS vulnerability reporting tool, ensuring M/CIO approved patches and fixes are run as soon as they are identified. The incumbent will remedy vulnerabilities in the M/CIO mandated period to ensure security for the mission LAN, including immediately correcting vulnerabilities to ensure best security results.
- The incumbent assists the Systems Manager with preparing and updating mission standard policies, guidelines and procedures pertaining to information systems management. S/he assists with implementation and testing of the IT Contingency Plan, ensures mission data is safeguarded and accidental loss of data is prevented. S/he provides information security awareness orientation training or refresher security to users as required.

Information Systems Analysis and Administration

- The incumbent monitors and addresses performance issues of the operating environment. S/he manages server storage capacity, installation of physical and virtual servers, updates changes in system configuration, and conducts system audit reviews with the System Manager and ISSO. He/she coordinates efforts with the System Manager and M/CIO to resolve incidents related to information systems and supporting infrastructure and assists the System Manager with removal of End-Of-Life hardware and software through migrations and retirements. He/she interfaces with the System Manager and M/CIO on changes needed for application upgrades or problem resolution.
- S/he provides substantive day-to-day guidance to all Mission staff in the automation of systems. S/he develops, updates and manages the cloud-based Mission intranet site. S/he researches on new IT tools and user requests for new software and hardware and recommends and develops tools according to USAID policies and standards.
- The incumbent will be responsible for developing, maintaining, expanding, and scaling mission's intranet site, including gathering and refining specifications and requirements based on technical and office needs. S/he writes well designed, testable, efficient code by using best software development practices and creates website layout/user interfaces by using standard HTML and Google sites templates, and design and develop other Google sites business applications using HTML, App script and JavaScript. S/he integrates data from various back-end services and databases. Occasionally, the tools developed could be spread to other missions, which the incumbent will provide support for when needed.
- The incumbent is responsible for creating and maintaining user manuals and technical documentation for all mission IT applications and systems. This includes providing consultation and coordination services for the mission's non-technical staff regarding software and hardware requirements for USAID project activities.
- The incumbent carries out analysis of LAN usage and provides the Systems Manager with recommendations. The incumbent surveys the communication facilities such as routers, switches to ensure efficient and effective use and determine future requirements. The incumbent prepares specifications for ordering network communication equipment and performs troubleshooting on data communications problems arising between the Mission and AIDNet through the local ISP.
- The incumbent will conduct migration of data files and software of all types (program, applications, and systems) from one platform to another, when the mission upgrades the working environment. The incumbent is responsible for training users as required, ensuring proper utilization of developed applications, and providing the necessary information on systems progress.
- The incumbent continuously reviews the effectiveness of existing applications in light of changing organization policy or structure and changing data processing facilities and makes recommendations to the Computer Management Specialist (Systems Manager).
- The incumbent is responsible for liaising with Department of State IT team members in support of OpenNet operations and applications. Develops and implements in-house software/hardware training for staff members and trains USAID staff in the mission and implementing partners so they can make better use of information systems and technology in general.
- S/he manages Print queues, Antivirus, security and network monitoring tools, Active directory, DHCP (Dynamic Host Configuration Protocol), remote server management tools, SCCM, Agency supported applications (ASIST, Google Apps, DIS, E2, SAFE, GIS, SPSS) and VSphere.

c. *Supervisory Relationship*

Supervision Received: The incumbent works with minimal guidance and receives supervision from the Computer Management Specialist. Receives guidance from M/CIO and S/EXO as necessary.

d. *Supervision Exercised:* Full supervision of other USAID staff is not contemplated.

10. AREA OF CONSIDERATION: All Zimbabwean citizens or legal Zimbabwean permanent residents, with the required visa/permit to work and live in the country (proof of paperwork will need to be provided).

11. PHYSICAL DEMANDS

The work requested does not involve undue physical demands.

12. POINT OF CONTACT: Zandile Goromonzi, e-mail at zgoromonzi@usaid.gov.

13. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

a. *Education:* Completion of a Bachelor's degree in Computer Technology field such as Computer Science, Information Systems Management, Information Technology, Computer Engineering, Software Engineering, or Information System Engineering is required.

b. *Prior Work Experience:* Minimum five (5) years of progressively responsible experience with exposure to complex computer operations in a LAN/WAN environment, including professional experience in computer operations, utilization of systems, management of a technical or administrative nature is required. Experience as a Systems Administrator or Systems Analyst to implementation and maintenance of Microsoft Windows Server/Client operating system and computer networking experience is required.

c. *Language Proficiency:* Level IV (fluent) Shona/Ndebele and English language proficiency, speaking and writing required.

14. EVALUATION AND SELECTION FACTORS

Offerors who meet the basic qualifications will be rated and ranked according to the following job-related criteria. Top candidates will be invited for a written examination and an oral interview.

Job knowledge (45 Points)

- a.** Professional certifications in Information Security and/or Network Administration.
- b.** Experience in the implementation and maintenance of Microsoft Windows operating systems in a complex IT environment.
- c.** Extensive knowledge of present-day computer technologies, information security, and telecommunications equipment operations.
- d.** In depth knowledge of cloud-based systems, information systems analysis and design, networking tools, software deployment, and information security tools.
- e.** Ability to prepare and update IT policies, guidelines and procedures pertaining to information systems management.
- f.** Working knowledge of programming, web content development tools, and databases.

Technical skills (45 Points)

- a. Advanced skills in computer systems, desktop applications, Mac/Microsoft Windows operating systems and information security are required.
- b. Ability to use security and vulnerability analysis tools, interpret reports, and remediate vulnerabilities.
- c. Advanced skills in the configuration and management of telecommunications equipment, including troubleshooting data communications problems and VSAT operations.
- d. Advanced network analysis and planning skills, including maintenance of network design and implementation documentation.
- e. Monitoring operating environment performance issues and resolving security incidents related to information systems.

Communication skills (10 Points)

- a. Excellent communication and interpersonal skills are required to provide user security awareness training, explain/discuss complex computer concepts to non-technical staff, and communicate effectively with local service providers and USAID M/CIO to minimize downtimes.

15. PRESENTING AN OFFER

The application package should be submitted via email to zimrecruit@usaid.gov to the attention of the Human Resources Office and must include:

- a. An application letter, detailing how the applicant meets the above minimum qualifications and selection criteria. Please type in the letter your response to each item, e.g. Education, and state how you meet the targeted minimum qualifications. Failure to do this will result in you not being shortlisted.
- b. A current resume relevant to the position (no more than 2 pages). Any other documentation that addresses the qualification requirements of the position listed above.
- c. Please note: Applications should not be more than 1mb in size.

Offers must be received by the closing date and time specified in **Section I, item 3**, and submitted to the email address in **Section I, item 15**. Questions can be directed to the Point of Contact in **Section 1, Item 12**.

To ensure consideration of offers for the intended position, Offerors must prominently reference the Solicitation number **21-10 Information Management Specialist** in the subject line of the application e-mail and in the subject line of your application letter in the offer submission.

Selection Process: After an initial application screening, the best qualified applicants will be invited to a testing process, which includes a written exercise and oral interviews and reference checks.

A conditional letter offer will be extended pending medical and security clearances.

Applicants who fail to follow all the application requirements stated above will not be short listed.

16. LIST OF REQUIRED FORMS FOR PSC HIRES

Once the CO informs the successful Offeror about being selected for a contract award, the CO will provide the successful Offeror instructions about how to complete and submit the following forms.

- a. Medical History and Examination Form (Department of State Forms)
- b. Questionnaire for Sensitive Positions for National Security (SF-86), or
- c. Questionnaire for Non-Sensitive Positions (SF-85)
- d. Fingerprint Card (FD-258)

17. BENEFITS/ALLOWANCES

Benefits and allowances will be communicated to the successful candidate.

18. USAID REGULATIONS, POLICIES AND CONTRACT CLAUSES PERTAINING TO PSCs

USAID regulations and policies governing *CCN PSC* awards are available at these sources:

- a. ***USAID Acquisition Regulation (AIDAR), Appendix J***, “Direct USAID Contracts With a Cooperating Country National and with a Third Country National for Personal Services Abroad,” including ***contract clause “General Provisions,”*** available at https://www.usaid.gov/sites/default/files/documents/1868/aidar_0.pdf
- b. ***Contract Cover Page*** form ***AID 309-1*** available at <https://www.usaid.gov/forms>
- c. **Acquisition & Assistance Policy Directives/Contract Information Bulletins (AAPDs/CIBs)** for Personal Services Contracts with Individuals available at <http://www.usaid.gov/work-usaid/aapds-cibs>
- d. ***Ethical Conduct***. By the acceptance of a USAID personal services contract as an individual, the contractor will be acknowledging receipt of the “***Standards of Ethical Conduct for Employees of the Executive Branch,***” available from the U.S. Office of Government Ethics, in accordance with ***General Provision 2 and 5 CFR 2635***. See <https://www.oge.gov/web/oge.nsf/OGE%20Regulations>